

ANIMAL SERVICES SPECIALIST

DEFINITION

To perform a wide variety of specialized animal services duties at the animal care facility involving the animal adoption process, coordination of shelter volunteers and to act as liaison with other shelters and rescue groups; to provide animal care and ownership responsibility information to public and to perform other related duties as assigned

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Animal Control Manager.

May exercise technical and functional guidance over volunteer staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Manage the process and placement of animal adoptions at the shelter; review adoption applications and contact prospective adopters; conduct adoption counseling on animal behavior, expectations, needs and responsible ownership; coordinate adoption events to promote the animal care facility adoption program.

Review the euthanasia list and remove adoptable animals when appropriate to await placement in suitable homes; assist in the evaluation of adoptable animals; provide information on individual animals to prospective adopters.

Coordinate shelter volunteer program; train and schedule volunteer staff; maintain daily workforce levels of volunteers by contacting replacements in case of illness or absence; publicize the volunteer program and events; act as a liaison with volunteers.

Act as a community liaison between local animal rescue groups; review rescue group's site and facilities; coordinate placement.

Transport animals to and from other shelters; interact with other agencies.

Administer and monitor animal foster program; arrange for placement in qualified foster homes.

Coordinate public education on pet care and responsible ownership; attend animal events that will promote the shelter's activities.

Maintain adoption files and records; assist with fee collection.

Performed related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Physical and behavioral characteristics of common breeds of dogs, cats and other animals.

Proper feeding, handling and caring for animals.

Public relations and interpersonal skills.

Animal control protection laws, rules and regulations.

Simple record keeping methods.

Safe handling procedures for different species of animals.

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment.

Ability to:

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Understand the organization and operations of the city and of outside agencies as necessary to assume assigned responsibilities.

Work independently with limited supervision and exercise initiative and sound judgment.

Apply operating rules and procedures of assigned department.

Work cooperatively with other departments; outside agencies, and the public.

Interpret and apply departmental policies, procedures, and rules.

Establish and maintain financial records; perform mathematical computations.

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Operate a variety of office equipment such as a calculator, computer and related software.

Compile and maintain complex and extensive records and files.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible experience involving animal care, handling and/or placement. Experience as an animal adoption advocate is highly desirable.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk and/or stand at a counter for varying periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; must be able to lift with assistance animals and material weighing up to 125 pounds.

WORKING ENVIRONMENT AND CONDITIONS

The incumbent must be able to bend, stretch, stoop, stand, walk, and extend arms above the shoulder to reach and retrieve materials from shelves; communicate effectively with City staff and the public; work around hazardous chemicals and drugs used for shelter cleaning and medical purposes; comprehend and interpret and affect written and verbal

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instructions and procedures; work rotating shifts, holidays, and weekends; work around loud animal noises, odors, and pet dander .

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